IUT110

Business Processes in SAP for Utilities

SAP for Industries - SAP for Utilities

Course Outline

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Course Overview

IUT110 is designed to provide a high-level understanding of the major aspects of the SAP for Utilities solution. The participants will be able to understand how the industry solution integrates with the rest of the SAP solution, as well as how each area of the SAP for Utilities solution connects with each other. This course is designed to provide an overview of the total solution and is not a comprehensive view of the full solution and all functions available.

Target Audience

This course is intended for the following audiences:

- Decision makers who use SAP Utilities to support their business processes.
- Project managers responsible for implementing SAP Utilities.
- A project team implementing business processes with SAP Utilities.
- Administrators who optimize processes in the SAP Utilities environment.
- Consultants preparing to implement SAP Utilities.

Course Prerequisites

Required Knowledge

- Basic knowledge of the SAP system (SAP01 SAP Overview).
- Knowledge and experience of the business processes in a utility company.
- Knowledge and experience of the Windows operating system environment.

Course Goals

This course will prepare the participant to:

- The concept of integrating SAP Utilities in SAP ERP.
- About the business processes in the utilities industry.
- How to use SAP Utilities in SAP ERP and implement it efficiently.

Course Objectives

After completing this course, the participant will be able to:

- Describe how SAP Utilities is integrated in the SAP ERP environment.
- Perform the core business processes.
- Explain the structure and function of processes.

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Unit 1

Overview

Unit Overview

This unit is intended to give the participant an overview of the SAP for Utilities solution and its integration with the standard SAP solution.

Lesson: Overview

Lesson Objectives

After completing this lesson, the participant will be able to:

- Describe the integration of SAP Utilities in SAP ERP.
- Name the most important SAP ERP components and their roles in the utilities industry.
- Describe the functions of SAP Utilities.

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Unit 2

IC and Master Data

Unit Overview

This unit is designed to provide an overview of the master data objects used in CRB and to explain the features of the interaction center for customer service.

Lesson: IC and Master Data

Lesson Objectives

After completing this lesson, the participant will be able to:

- Name the most important SAP Utilities objects.
- Describe the range of applications supported in the interaction center.
- Explain how to use the Interaction Center.
- Execute some standard customer processes.
- Create and utilize Customer contacts.
- Create and utilize Interaction Records.

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Unit 3

Move-In/Out

Unit Overview

This unit provides details about the solutions and processes to begin and end utility service in CRB.

Lesson: Move-In/Out

Lesson Objectives

After completing this lesson, the participant will be able to:

- Describe the business processes Move-In, Move-Out, and Move-In/Out.
- Describe the business processes New Contract, End Contract and Move Contract.
- Execute the business processes Move-In, Move-Out, and Move-In/Out.
- Explain the changes to the master data.

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Unit 4

Work Management

Unit Overview

This unit describes the SAP for Utilities solution for initiating and managing service processes.

Lesson: Technical Objects in Work Management

Lesson Objectives

After completing this lesson, the participant will be able to:

- Describe the tasks of Work Management

Lesson: Service Orders and Service Objects

Lesson Objectives

After completing this lesson, the participant will be able to:

- Describe service order functions.
- Use service orders in utilities industry processes.

Lesson: Service Products

Lesson Objectives

After completing this lesson, the participant will be able to:

- Understand the concept of service products.
- Describe the usage of service products within work management.

Lesson: Interfaces to External Systems

Lesson Objectives

After completing this lesson, the participant will be able to:

- List the most important interface of Work Management.

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Unit 5

Device Technology

Unit Overview

This unit gives the participant an overview of the concepts used to manage meters and other devices in CRB.

Lesson: Device Category

Lesson Objectives

After completing this lesson, the participant will be able to:

- Describe the tasks of the device category.
- Explain how the device category is integrated into the ECC logistics module.

Lesson: Device and Register

Lesson Objectives

After completing this lesson, the participant will be able to:

- Explain how the device is integrated into the ECC logistics module.
- Explain the relationship between devices and registers.

Lesson: Device History

Lesson Objectives

After completing this lesson, the participant will be able to:

- Explain the information recorded within a device.
- View various transactions recorded for the device.

Lesson: Device Inspection

Lesson Objectives

After completing this lesson, the participant will be able to:

- Explain the device inspection process.

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Unit 6

Device Installation

Unit Overview

This unit describes the processes available for installing into and removing devices from their locations.

Lesson: Installation / Removal / Replacement

Lesson Objectives

After completing this lesson, the participant will be able to:

- Describe and perform device installation, removal, and replacement. You will also be able to describe how these functions are integrated with the Service Management (SM) application component.
- Explain the relationship between the connection object, the device location, and the device, and how they are integrated in the Plant Maintenance (PM) application component.
- Update CRB to reflect the changes executed by the technician.

Lesson: Installation Structure

Lesson Objectives

After completing this lesson, the participant will be able to:

- Display devices of an installation and describe the installation structure.

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Unit 7

Meter Reading

Unit Overview

This unit provides an overview of the tools for managing the meter reading schedule and the processes for entering meter readings in CRB.

Lesson: Meter Reading Organization

Lesson Objectives

After completing this lesson, the participant will be able to:

- Understand the types of meter readings used in SAP.
- Explain the usage of scheduling and the purpose of a street route.

Lesson: Meter Reading Process

Lesson Objectives

After completing this lesson, the participant will be able to:

- Understand the function of meter reading orders and create them.
- Execute the meter reading monitoring transaction.

Lesson: Special Meter Reading Functions

Lesson Objectives

After completing this lesson, the participant will be able to:

- Describe how meter readings can be entered online by customers.
- Describe how AMI affects the meter reading process.
- Execute meter reading reversal.

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Unit 8

Billing Master Data

Unit Overview

This unit describes the master data used in defining the rates and tariffs in CRB.

Lesson: Billing Master Data

Lesson Objectives

After completing this lesson, the participant will be able to:

- Explain the function of rate master data
- Explain the concept of rate structure
- Describe rate allocation

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Unit 9

Billing and Invoicing

Unit Overview

This unit describes the billing and invoicing processes in CRB as well as the tools for managing exceptions to the processes.

Lesson: Billing

Lesson Objectives

After completing this lesson, the participant will be able to:

- Describe the billing process including simulation.
- Explain the purpose of manual billing
- Explain the functions of outsorting and billing reversal

Lesson: Invoicing

Lesson Objectives

After completing this lesson, the participant will be able to:

- Describe the invoicing process including the tasks and features.
- Identify special features of invoicing.
- Explain the use of invoicing documents.

Lesson: Exception Management

Lesson Objectives

After completing this lesson, the participant will be able to:

- Describe the features of exception management.

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Unit 10

Energy Data Management

Unit Overview

This unit gives an overview of the CRB functions used in processing interval data.

Lesson: Energy Data Management

Lesson Objectives

After completing this lesson, the participant will be able to:

- Describe functions and content of EDM.
- Describe the components that make up profiles.
- Explain how profiles are allocated to the master data.

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Unit 11

Real Time Pricing

Unit Overview

This unit provides an overview of the CRB functionality to support real time pricing.

Lesson: Real Time Pricing

Lesson Objectives

After completing this lesson, the participant will be able to:

- Describe the Real-Time-Pricing interface and its components.
- Explain the connection of the RTP interface to SAP Utilities billing.

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Unit 12

Intercompany Data Exchange

Unit Overview

This unit describes the business processes and master data which support the exchange of data between companies in a deregulated marketplace.

Lesson: Deregulated Business Processes

Lesson Objectives

After completing this lesson, the participant will be able to:

- Describe the mapping of deregulated processes in SAP for Utilities

Lesson: Master Data for Data Exchange

Lesson Objectives

After completing this lesson, the participant will be able to:

- Understand the master data objects used for processing data exchange between market participants
- Describe the relations between these objects

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Unit 13

Budget Billing Plan

Unit Overview

This unit describes the options available in CRB for processing payment plans for billing.

Lesson: Budget Billing Plan

Lesson Objectives

After completing this lesson, the participant will be able to:

- Explain the difference between a budget billing plan and a payment plan.
- Create and change budget billing plans.

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Unit 14

Contract Accounting

Unit Overview

This unit provides an overview of the functions available to support customer financial management in CRB.

Lesson: Contract Accounts Receivable and Payable- Overview

Lesson Objectives

After completing this lesson, the participant will be able to:

- Understand the integration of FI-CA into the SAP for Utilities solution.
- Identify the master data used in FI-CA.
- Understand the open item lifecycle.

Lesson: Documents

Lesson Objectives

After completing this lesson, the participant will be able to:

- Describe the document structure in contract accounts receivable and payable.
- Explain some common business transactions in FI-CA and perform them in the system

Lesson: Account Display

Lesson Objectives

After completing this lesson, the participant will be able to:

- Analyze the development of a contract account.
- Provide information on the items of a contract account.
- Use the navigation options in the account balance display.

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Lesson: Payments

Lesson Objectives

After completing this lesson, the participant will be able to:

- Explain the processing steps of a payment lot.
- Post payments using a payment lot.
- Post payments at cash desk.

Lesson: Returns

Lesson Objectives

After completing this lesson, the participant will be able to:

- Describe returns processing.
- Post a return.

Lesson: Dunning

Lesson Objectives

After completing this lesson, the participant will be able to:

- Describe the two step dunning process.
- Display and explain the dunning history of a business partner / contract account.
- Name some of the influential factors in dunning.
- Describe the difference between classical and flexible dunning.

Lesson: Installment Plan

Lesson Objectives

After completing this lesson, the participant will be able to:

- Create an installment plan.
- Recognize the main functions for processing installment plans.

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